

MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

NOVEMBER 2005

Veterans Informational Seminar Draws More Than 200

MORE THAN 200 human service providers, veterans, and legislators and their aides attended Michigan's first-ever veterans seminar, sponsored by State Senators Laura M. Toy and Valde Garcia and the Department of Labor & Economic Growth. The two senators and DLEG Director David C. Hollister welcomed the attendees.

The half-day event, held both Nov. 1 and 2 in Lansing, aimed to enhance the knowledge of veterans and those who work with veterans regarding resources available, particularly for veterans just returning to civilian life.

"One of the many positive outcomes of the seminar is the new relationships that are developing between departments that serve veterans," said William Milzarski, Michigan Commission on Disability Concerns, DLEG, who chaired the event.

Brig. Gen. Carol Ann Fausone, assistant adjutant general, Department of Military and Veterans Affairs, who provided an overview of the current military in Michigan, presented DLEG's Project MOVE with the Adjutant General's Cup for its partnership with the Department of Military and Veterans Affairs staff in assisting veterans in the northern part of the Lower Peninsula to obtain employment.

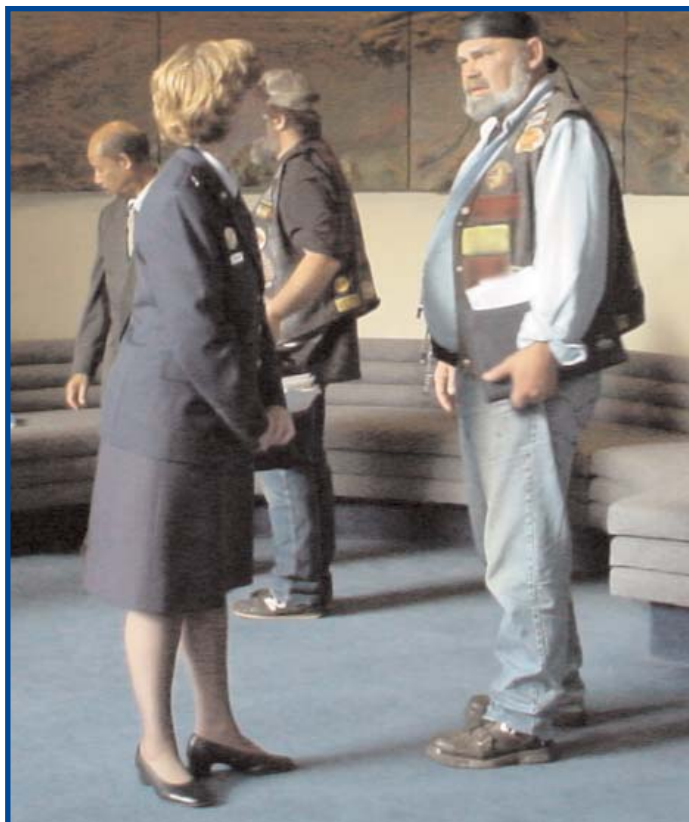
Dr. William Busby, Michigan team leader, Veterans Readjustment Counseling Center, Grand Rapids, spoke on posttraumatic stress disorder; and Herbert Thomas, VA vocational rehabilitation state employment coordinator, discussed training for returning disabled veterans.

An overview of veteran health administration benefits was provided by Tom Simpkins, chief of patient service at the VA hospital in Saginaw; and Scott Creswell, acting veterans coordinator, DLEG, talked about services provided by the Bureau of Workforce Programs.

Also, Dave Marin, veterans resource specialist, Bureau of Workforce Programs, and Jim Garrison, business services representative, Michigan Rehabilitation Services, provided information on Project MOVE and a new veterans benefits and services guide, respectively.

More than 1,400 copies of the new veterans guide were distributed at the event. The booklet represents the first time one publication has contained information about both state and federal benefits.

In addition to Bill Milzarski, DLEG employees who helped plan the event were Scott Creswell; Richard Kryza, veterans representa-



Brig. Gen. Carol Ann Fausone speaks during a break with Terry Budreau, president, Upper Peninsula Vets for Vets. In the background are Dr. William Busby (left) and Dennis Beaudoin, Jr., Vets for Vets.

tive, Bureau of Workforce Programs, Saginaw; Jim Garrison; and Holly LaBelle, rehabilitation assistant, Michigan Rehabilitation Services, Mt. Pleasant.

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A Message from the Director

I would like to share with you the preliminary findings of a just-completed study of physician supply and demand in Michigan that were presented at an advanced briefing for the Michigan congressional delegation on Nov. 7. DLEG's involvement lies with our representation on the Blue Ribbon Physician Workforce Committee, which was convened one year ago to create a comprehensive strategy for Michigan in dealing with a nationally projected shortage of physicians.

The Blue Ribbon Committee saw value in obtaining Michigan-specific information and commissioned New York State University's Albany Center for Health Workforce Studies to conduct a study of physician supply and demand in our state.

Denise Holmes, assistant dean for government relations, Michigan State University College of Human Medicine, presented these preliminary findings at the Nov. 7 event:

- ❖ Michigan currently has 30,000 "active" patient care physicians, i.e., delivering patient care, and will need 38,000 physicians by 2020.
- ❖ Michigan will be 900 physicians short by 2010; 2,400 short by 2015; and 4,500 short by 2020.
- ❖ Michigan is going to experience a more severe shortage of doctors than is the nation as a whole. The U.S. is going to be 7.9 percent short, and Michigan is going to be 11.9 percent short.
- ❖ Michigan is losing physicians after graduation at much the same rate as are many of the northern states. New York has a similar problem, despite being the largest producer and trainer of physicians in the U.S.
- ❖ While Michigan's primary care physician projections indicate physician supply will be adequate for demand until 2018, the specialist projections indicate a shortage beginning in 2006.

The Blue Ribbon Committee is supported by the four Michigan medical schools (University of Michigan School of Medicine, Wayne State University School of Medicine, Michigan State University College of Osteopathic Medicine, and Michigan State University College of Human Medicine); the State of Michigan, represented by the Department of Community Health and DLEG; the Council on Graduate Medical Education; and statewide associations and organizations impacted by physician supply concerns.

Michigan's four medical school deans attended the congressional delegation briefing; each presented one component of the committee's plan to meet the challenges related to increasing the number of physicians trained in Michigan.

- ❖ Robert Frank, M.D. — Wayne State University School of Medicine
Allow Michigan's teaching hospitals to train more physicians in Michigan by raising the cap on the number of residents and fellows eligible for Medicare reimbursement by 10 percent.
- ❖ Allen Lichter, M.D. — University of Michigan Medical School
Maintain commitment to Medicare indirect medical education financial assistance to support the nation's teaching hospitals.
- ❖ William Strampel, D.O. — Michigan State University College of Osteopathic Medicine
Maintain federal commitment to the Medicaid program to prevent further cost shifting to already overburdened states.
- ❖ Marsha Rappley, M.D. — Michigan State University College of Human Medicine
Adopt the Senate version of Title VII funding allocations to support programs that encourage distribution and diversity of our nation's health care workforce.

Michael Sandler, M.D., chair of the Michigan State Medical Society (MSMS), offered summary comments and indicated the support of organized medicine.

The Nov. 7 advanced briefing was the first step in the Blue Ribbon Committee's effort to foster an appropriate healthcare workforce for Michigan. For more information or to participate in this effort, please contact Carol Parker Lee, MSU Institute for Health Care Studies, at (517) 432-8385.

Sincerely,

Halloween Fun



ORANGE RULES!

Congratulations to Alice Wood (far right), Policy and Legislative Affairs, who won first place in this year's DLEG Fun Committee Pumpkin Decorating Contest. Michele Kamp (far left), MES Board of Review, captured fourth-place honors; JoAnn Hubbard (second from left), Office of Financial and Insurance Services, came in third; and Bobbi Woods (second from right), Internal Audit and Monitoring, took second place. Announcing the winners was Bob Johnson (center), DLEG senior executive assistant director.



FASHIONABLY GHOUL. The Bureau of Construction Codes and Fire Safety held a Best Halloween Costume Contest, with Joe Grutza, second from left, taking first-place honors. Rhonda Howard, far left, was the runner-up. Also participating were Deb Jaquette (center), Cal Rogier and Laurie Bass.

UIA Helps Those Left Unemployed by Katrina, Rita

By Bill DiSessa, Unemployment Insurance Agency



Sue Easton (left), manager, Benefit Systems Control, and Rabia Attie, System Integration Project, help Roynetta Robinson (center) with a claim she is taking.

Though separated by almost 1,100 miles, the Unemployment Insurance Agency's (UIA) "Hurricane Call Center" helped thousands of unemployed Louisiana workers make ends meet in the deadly wakes of Hurricanes Katrina and Rita.

A team of employees from UIA's administrative office received specialized training on Sept. 14 and began answering phone calls the next day when the agency's makeshift call center began its five weeks of operation.

The temporary hurricane call center, located at the

Detroit Remote Initial Claims Center (RICC), logged nearly 28,300 calls through Oct. 21 when it closed. Center staff also processed nearly 8,200 claims for unemployment benefits from workers left jobless by Hurricanes Katrina and Rita.

A phone bank of staff with headsets on and computer monitors opened to Louisiana's Internet site data entered unemployment claims directly into that state's unemployment insurance (UI) system.

The state of Texas developed the claims-taking application and set up a toll-free hotline that routed callers wanting to file Louisiana unemployment claims to UIA staff and to UI staffs in Texas, California, Washington, Colorado, Utah, Arizona and Montana.

Linda Karos, director of UIA's Internal Benefit Services, answered the call for help from the U.S. Department of Labor and Texas and started the ball rolling.

"UIA Director Sharon Bommarito came up with a plan to help unemployed workers in Louisiana while not disrupting any service to employers or unemployed workers here in Michigan," said Shaun Thomas, project manager of the call center.

The call center represented teamwork across all corners of the UIA, along with the Department of Information Technology.

"System Integration Project and UI Tech and Data Control personnel were here taking staff through the Internet screens," said Mary Jo Kaminski, back-up manager of the call center.

She said the call center was staffed from 8:30 a.m. to 4:30 p.m., including time to clear the queue of callers. Each day began and ended with staff debriefings.

Faith Bavol, a Detroit RICC manager, was tapped to manage the temporary call center.

The telephone bank was staffed by 30 UIA staff, with six RICC staff standing by as backups. The UIA call center handled about 13 percent of all calls to the special hotline. Staff used special scripts and procedures for answering calls and data entering claims.

"The calls didn't stop," observed Helen Hightower, who was deployed to the call center from the Benefit Payment Control Unit. "A lot of the callers were frustrated because they'd been through a lot."

Juanita Mayes, a three-and-a-half year UIA employee, said, "I enjoy helping people all I can." But she added that the work was challenging because many callers were on cellular telephones with bad connections.

Besides Helen and Juanita, those who staffed or lent their support to the call center were: Clay Tierney, Gwen Spence, Rabia Attie, Candra Gissendanner, Bill Cunningham, Sue Easton, Angie Miracle, Tom Whitkopf, John Henige, Alfretta Head, Kenyetta Harris, Pamela Newsome, Kimberly Williams, Maureen Stinson, Donna Schmitt, Wayne Haynes, Carrie Bobo, Russell Walczak, Derek Boston, Suzanne Robertson, Maureen Strachan, Pamela McColla, Jackie Acuna, Diann Thomas, Lori Talamantes, Cynthia Johnson Williams, Cheryl Flippen, Anita Prysock, Barbara Studevent, Jackie Rutherford, Sandra Brewster-Brown, Beatrice Browne, Debra Singleton, Lugenia Hawkins, Terri Jackson, Raceine McDonald, Carole Polston, Linda Dixon, Tanesha Gordon, Renita Cain, Sharon Peterson, Alicia Cooper, Danielle Hawk, Linda Hunter, Cheryl Warren, Roynetta Robinson, Torrie Jackson, Rosemary Myatt, Linda Smith, Martin Douglas, Gail Loving, Karen Barnes, Brian Wotta, Samuel Swiderski, Carrie Dillon, Claudia Dziadziola, Shirley Clock, Barbara Glasker, Hazel Chew, Dorothy Holmes, Sheila Murff, Don Eitnear, Greg Hawkins, Lai Sim Pang and Martha Moore.

RICC staffers serving as backup were Timeka Johnson, LaMonica Morgan, Monique Bowden, Lisa Tate, Mary Mordi and Diane Sherman.

Alicia Cooper and Nakia Poole were call center lead workers, and Charlie Thornton was a back-up lead worker.

"We know that all of our UIA staff wanted to participate in this effort, and they did by continuing to serve our Michigan customers," Sharon Bommarito said. "We thank all of our staff. This was truly an example of UIA teamwork at its best!"

Professional Activities

Congratulations to **Lynn Morison**, Michigan Bureau of Employment Relations, who has been selected to participate in the Government Fellowship Program of the American Bar Association Section of Labor & Employment Law. Lynn's fellowship as a member of the State & Local Government Bargaining and Employment Law Committee will be for a three-year term running through August 2008. The Fellowship Program was implemented by the ABA Section to provide selected government lawyers who are members of the section the opportunity to participate in its activities.

The Department of Labor & Economic Growth's **Project MOVE** and Macomb County veterans representatives partnered with the Fraser U.S. Army Reserve Center to host the first Fraser Military Job Fair on Oct. 4. The fair was open to all military personnel. A variety of employers participated, including the U.S. Army Detroit Arsenal (TACOM), Coca-Cola Enterprises, Fed Ex, State of Michigan Motor Carrier Division and Washtenaw County Sheriff's Office.

Congratulations to **Robert E. Moore**, Michigan Rehabilitation Services, who has been selected to participate on the 32nd Institute on Rehabilitation Issues (IRI) study group called "The Vocational Rehabilitation (VR)-Business Partnership." Robert is MRS's Business Services manager.

Ron Ray, program manager, **Laboratory and Equipment Services Section (LESS)**, Management and Technical Services Division, Michigan Occupational Safety and Health Administration (MIOSHA), is pleased to announce that the American Industrial Hygiene Association (AIHA) has approved the re-accreditation of the laboratory as an Industrial Hygiene Laboratory. The MIOSHA laboratory was one of the first labs accredited by AIHA, beginning in 1974, and it has had continuous accreditation since 1978.

The National Judicial College (NJC) has announced that the 2005 V. Robert Payant Award for Teaching Excellence has been awarded to the **Hon. Gregory Holiday** of Detroit, an administrative law judge for the State Office of Administrative Hearings and Rules (SOAHR). He became a member of the NJC faculty in 1990 and has served as an administrative law judge since 1981.

Congratulations to **Harold Lewis**, assistant equal opportunity officer for DLEG, who recently celebrated more than 30 years of state service. He began his career with the state in 1972 as an employment and claims interviewer at the unemployment agency's manufacturing office in De-

troit. He advanced to veterans employment representative, later accepted a regulation agent position with Wage and Hour, then transferred to the unemployment agency's Fraud Unit. Harold later became the equal opportunity officer for the Unemployment Insurance Agency and now serves the department. Known for his cooking skills, Harold was given a barbeque cookbook by his supervisor, **Myrtle Gregg-LaFay**.

DLEG's Finance and Administrative Services recently celebrated the milestones of two long-time state employees, **Sherrie Davis** and **Mel Lewis**, who have 30 and 32 years of state service, respectively. A departmental analyst, Sherrie began working for the Michigan State Police in 1975 as a data entry clerk. She later transferred to the former Department of Labor, where she worked in various positions, including bookkeeping supervisor and accounts payable supervisor. Mel, who is a senior accounting technician, began his state career in the former Department of Mental Health ("before computers," Mel said). He also went on to work for the former Department of Labor. Both Sherrie and Mel moved to the Michigan Jobs Commission when that department was created, and then to the Michigan Department of Career Development and finally to DLEG, as state government continued to reorganize.



Harold Lewis with co-worker Yvette Leonard



Sherrie Davis and Mel Lewis



Participating in the Military Job Fair held Oct. 4 in Fraser were (l. to r.) Army Recruiter Staff Sgt. Walter Woolley, Army Reserve Center Sgt. Evans, and a job seeker.

Shoulda, Coulda, Woulda

By Martin D. Alexander, CHS-III

Marty Alexander, Enforcement Division District Supervisor of the Liquor Control Commission in Lansing, holds a Level III Certification in Homeland Security from the American College of Forensic Examiners International.

Emergencies occur without warning. Sometimes we're able to predict conditions that could create an emergency event and have a contingency plan in place. But sometimes emergencies just happen. Would you be prepared?

Suppose one day you are sitting in your living room at home and reading the paper. About halfway through Section A, you hear a loud crash from the kitchen, then a scream for help. You rush in and find broken glass on the floor. Standing in the middle of this debris is one of the kids, holding his forearm with a crimson-stained towel. The look in his eyes tells you this is serious.

In another hypothetical situation, you're at a school function. Off to the side, you notice a ten-year-old doing everything possible to support and balance an elderly woman (perhaps a grandparent). The woman is bent forward at the waist,

looking pale. As you quickly approach them, the woman's head rises slightly and your eyes meet. The look from her tells you this is serious.

At work, you're busy typing at your workstation. Suddenly you hear from the next cubicle a gasp for air, papers rustling, a chair falling and a thump. You rush over to find your co-worker on the floor. The skin appears pale and the person can't speak. You're not aware that your co-worker has any heart-related problems, but it seems this could be it.

This could be it. It's too late to train now. I really want to help, but I don't know how. I shoulda. ... if I coulda. ... if I woulda.

What if it were you who was injured or dying? Seeing others look at you helplessly, what would you think? "Help me," you'd think. "*Just try to do something.*"

Everyone should have some basic first aid and life-saving training.

Contact your local chapter of the American Red Cross. Most training is free to volunteers. To find your local chapter, check www.redcross.org.

Invest some of your time to give someone else more time.



Whoops!

Early Halloween morning a produce truck delivered a trick-but-not-treat to the Michigan Liquor Control Commission's Grand Rapids office. The truck struck the building at a wall dividing Commissioner James Storey's and Investigator Dexter Lee's offices. Luckily, no one was injured and the office is continuing to operate under District Supervisor Tom Hagan. "Please keep the Grand Rapids staff in your thoughts as they rebuild and bundle up to work in their temporarily modified, highly air-conditioned offices," said Angela Simpson, MLCC Web & Publications.

Physician Manages Her Own Health Care Crisis

By Jill Ferris
Michigan Rehabilitation Services

A gifted obstetrician and gynecologist, Dr. Sue Maurer was devastated in 1999 to learn that her days of delivering babies and caring for expectant moms — and women in general — had ended. For years, she had been the nonstop physician, available at all hours to rush to the hospital and perform 10 deliveries a week. Snatching sleep, eating irregularly and squeezing in personal and family time when she could, Doc Sue did not recognize her own unusual symptoms. Seeing 50 or more patients a day, she thought her dizziness, double vision, and bouts of vertigo were due to fatigue from her 90-hour work week.

But one day, while leaving an operating room where she had just finished performing a Caesarean section, Doc Sue hit the wall by the door. Feeling very dizzy and sensing the room moving around her, she quickly paid attention to her symptoms. Diagnosed with Meniere's disease, autoimmune inner ear disease and BPPV (benign paroxysmal positional vertigo), she found these inner ear conditions affected both her hearing and balance. She researched her ailments and tried surgery, medications and vestibular rehabilitation; the result was only partial success in resolving her symptoms.

As the symptoms became chronic, she could not work at all for more than four years. Doc Sue considered working in an office setting, but her bouts of vertigo and dizziness are unpredictable. She became a "sick" doctor and a highly skilled unemployed person.

Dealing with the shock of loss of income and a chronic health condition poorly understood, she had to make major life changes. Doc Sue moved back to her mother's home in a Lansing suburb for the emotional and physical supports needed to live with her symptoms. For a time, she was unable to drive and was forced to rely on family for help. Although she applied for and received Social Security Disability benefits, Doc Sue wanted to work and felt driven to provide quality health care.

With the support of her sister, Andrea Miller, a registered nurse, she explored the idea of providing good health care for people wishing to stay in their own homes. She knew that many elderly persons and persons with disabilities need personal assistance, medical monitoring, homemaking and transportation; a review of local market needs reinforced the feasibility of her launching a private duty home care business. Doc Sue put many hours and resources into the development of a business plan.

Feeling potentially useful again, she found her way to the Lansing office of Michigan Rehabili-

tation Services (MRS) in April 2004. She was linked with a vocational counselor, and the business plan got further consideration. And, because running a business requires skills not taught in medical school, Doc Sue happily received some small business training and business coaching.

MRS also provided an assessment of the physical accommodations and support Doc Sue would need to return to work as an administrator rather than as a clinician. Creative examples of work accommodations provided include computer networking at work and at home and a flexible work schedule that allows Doc Sue to pace herself. Flexible lighting helps when headaches come. A recliner is standard issue in her business office.

Care Connections opened in the Lansing suburb of Okemos in June 2004. The consistent growth in the number of staff and patient referrals is a reflection of the attention to detail and the quality of care that is provided. Great concern is taken to screen and match caregivers to clients.

Services begin with a free initial RN visit to the home and a careful assessment of the potential client's medical, social and personal needs. Safety issues in the home are also addressed. Personal care can be provided two hours a week to 24 hours a day depending on the client's changing needs and care plan. Care management can also be provided and reflects the growing need to provide an educated link among doctors, caregivers and family members.

There is a sense of caring among the staff, due, in part, to Doc Sue's understanding that anyone can be healthy today and face a health crisis with overwhelming needs tomorrow, changing his or her life in the blink of an eye.

Doc Sue is back to work, orchestrating care with the help of her sister, mother and compassionate staff. She has found her niche in providing quality health care services. With a newfound purpose, she is filling a need and pacing herself to take care of her own medical needs.



Dr. Sue Maurer, owner of Care Connections, at her desk.

Preparing for Winter — and a Winter Storm

Gov. Jennifer M. Granholm proclaimed the week of Nov. 6 as Winter Hazards Awareness Week to encourage Michigan residents to learn more about preparing themselves, their families and their homes for winter. To support this proclamation, the following information is presented to help DLEG employees prepare for a winter storm:

Being prepared within your home requires that you keep a number of critical items on hand. These are a battery-operated flashlight, portable radio, extra batteries, plenty of canned and dried food, a can opener, and a least three gallons of bottled water per person.

Other necessary items are a warm coat, gloves, hat and water-resistant boots for each family member, and extra blankets and heavy clothes.

If you will be using an emergency heating source — such as a fireplace, wood stove or space heater — be aware of the potential fire and carbon monoxide hazards.

You will also need to take steps to make sure your vehicle is prepared for a winter storm. Winterize it by

late fall and have the following emergency supplies in the vehicle: shovel, blankets, windshield scraper, container of sand, battery booster cables, tow chain or rope, battery-operated radio, first aid kit and high energy snacks such as nuts and raisins.



Keep your gas tank close to full. If you will be taking a trip, be sure someone knows your destination and time of arrival. A cell phone is also a good idea.

When you must be outside during the winter, avoid overexertion, such as shoveling heavy snow, pushing a car or walking in deep snow. Perspiring can lead to chills and hypothermia.

Of course, walk carefully on snowy, icy sidewalks. Wear a woolen hat and mittens and loose fitting, lightweight

clothing in layers.

Change wet socks and clothing quickly to prevent loss of body heat. And, understand the hazards of wind chill: As wind speed increases, heat is carried away from a person's body more rapidly.

Coming up: The December issue of Michigan LEGwork will provide suggestions for weathering a storm while it is occurring.



MDOT Reminds Us of Carpooling Options

Want to save money and wear and tear on your vehicle — and help reduce traffic congestion and air pollution at the same time?

The Michigan Department of Transportation (MDOT) offers a wide range of ride-sharing options through the Michigan Rideshare program. Rideshare is a free, computerized carpool and vanpool matching service in which participants are matched with others who share common neighborhoods, work locations and hours. Here are the options:

- **Carpooling.** This is the use of a privately owned vehicle by two or more people. Carpoolers may use one vehicle (or rotate vehicles) and share expenses.
- **Traditional Vanpooling.** Six or more passengers share a ride in a private van or lease a van on a month-to-month basis through the MichiVan Program. Volunteer drivers pick up others at specific points, drop them off at common sites and return them to their pickup points at the end of each day.
- **Nontraditional Vanpooling.** The MichiVan Program leases vans for work and work training purposes that result in a van being used as a shuttle with a paid driver or as an agency-sponsored vanpool.

An MDOT network of Local Rideshare Offices helps commuters find carpool partners, identify vacancies in existing vanpools, or match people who are interested in forming a new vanpool group. Also, MDOT maintains 212 carpool parking lots throughout Michigan. These lots are free, no permit is required and overnight parking is allowed.

For further information, go to <http://www.michiganrideshare.org>.



Shorts

DLEG designated two Casual Wednesday charities for the month of October — Make A Wish Foundation and Hospice of Lansing. Staff donations totaled \$1,128 and \$723, respectively, for these two deserving organizations.

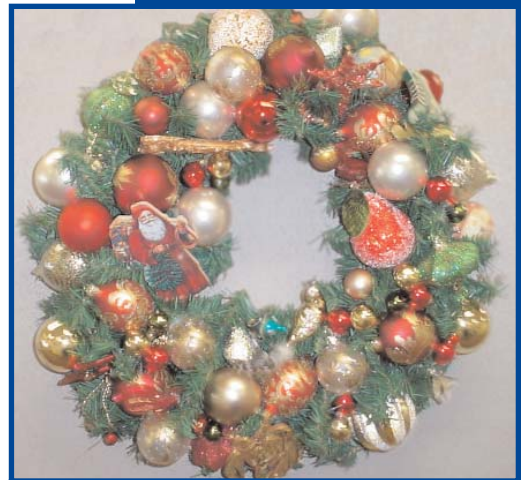
A recent intranet survey of DLEG staff has determined which charities are earmarked for this month as well as for the months ahead. They are: Michigan Food Bank, November; St. Vincent Home for Children, December; and Meals on Wheels, January. Another intranet poll will decide February's designated charity.

Thanks to all of you jeans wearers. You are enabling a lot of worthy Michigan charities to further their missions!

The DLEG Fun Committee is planning several holiday-themed activities, including a cubicle-decorating contest and a Christmas tree contest. You will hear more about these in the days and weeks ahead. However, we *can* tell you that a book fair will be held Thursday, Dec. 1, and Friday, Dec. 2, in the fourth floor training room, Ottawa building. Proceeds will be used to support Fun Committee charitable activities.

Also, be sure to purchase your raffle ticket for a beautiful holiday wreath (see photo) created by **Nancy Benjamin**, who was executive secretary in the Media & Public Relations Office until her retirement this past May. The winning ticket holder will also receive a large, well-constructed plastic box for storing the wreath. Raffle tickets are \$1, or six tickets for \$5. Proceeds will be used to help disadvantaged families and families of our deployed military celebrate the holidays. Please contact **Alice Wood** in the Energy Office to purchase your raffle ticket. The drawing will be held Friday, Dec. 9.

A big congratulations to **Torey Nobach**, student assistant in Postsecondary Services, who has just qualified for the Boston Marathon! Torey ran the 26.2 mile Grand Rapids Marathon on Sunday, Oct. 30, finishing with a time of 3 hours, 28 minutes and 17 seconds (3:28:17, or 7:57 minutes per mile). The qualifying time for the Boston run for a female in her age group is 3:40. Great going, Torey!



This wreath can be yours!



Torey Nobach

Public Comment Sought on Proposed Standard Changes

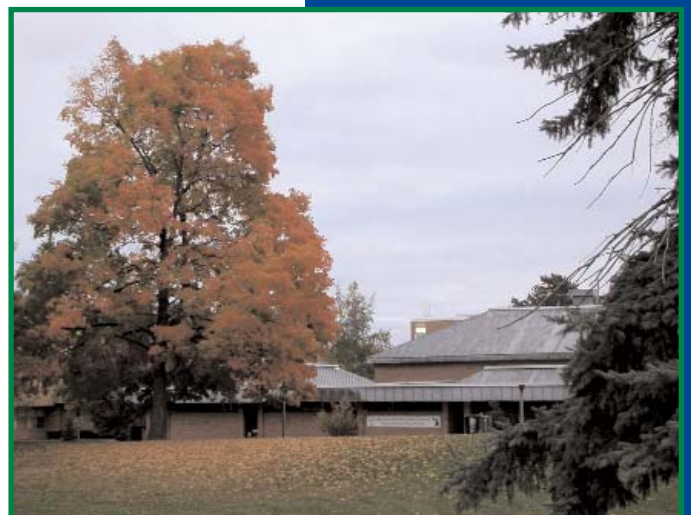
The Michigan Career and Technical Institute (MCTI), operated by the Department of Labor & Economic Growth, is a postsecondary school accredited by the North Central Association Commission on Accreditation and School Improvement (NCA CASI).

NCA CASI is proposing some changes to the current standard and criteria that apply to postsecondary schools.

NCA CASI requests your review and comments on these proposed changes. You can review these proposed changes and comment on them by visiting the NCA CASI website at <http://www.ncacasi.org/postsecondary/resource/index>.

Comments will be accepted through January 31, 2006.

MCTI, located on Pine Lake in southwestern Barry County, offers 13 career training programs, including culinary arts, electronics and cabinetmaking, for adults with disabilities. Tuition and room and board in the dormitory are free for students referred by Michigan Rehabilitation Services or the Michigan Commission for the Blind.



Michigan Career & Technical Institute

Special Deliveries

Gwen Bonaparte Goes Out of Her Way to Make Children's Day Special



Congratulating Gwen Bonaparte on her Special Delivery are DLEG Deputy Director David Plawecki (left) and Patrick Laban, lead worker of UIA's Multi-Claimant Unit.

Congratulations to Gwen Bonaparte, unemployment insurance examiner with the Unemployment Insurance Agency, who has been presented with a Special Delivery from the Director.

Gwen was nominated by her supervisor, Patrick Laban, who said, "Gwen went out of her way and spent her own money to put posters together to show what the UIA Multi-Claimant Unit does for 'Bring Your Child to Work Day.'"

Newest Managers at Grand Rapids RICC Develop Valuable Support Group, Tool Kit



Congratulations to the five newest managers at the Remote Initial Claims Center (RICC), Unemployment Insurance Agency, Grand Rapids, who have been presented with Special Deliveries from the Director. Honored were Heriberto Alvarado, Cathleen Buhr, Marianne Holst, Chona Jeurink and Sheila Walker.

They were nominated by Sharon Moffett-Massey, director of the RICC, who wrote: "When most managers may be wondering how they are going to get through the week, there are a few exceptional managers. These are the managers who are not only thinking about the present, but also how they can make the future better for other managers. I'm fortunate to have five such managers on my team. Without being asked or assigned, these new managers developed a New Managers' Support Group, and out of this came an even greater concept — The New Manager's Tool Kit. This binder gives new managers an overview of how we operate and how our agency relates to DLEG, orients new managers with the tasks needed to perform duties and responsibilities effectively and efficiently, and makes the new managers' transition period and learning curve run more smoothly. Not only am I impressed by their efforts, but thrilled with the outcome of the product. The New Manager's Tool Kit was well received by the entire UIA Customer Service upper management, and there are plans to have it implemented throughout our virtual call center."

Smiling for the camera are, front row, Cathleen Buhr and Heriberto Alvarado; back row, l. to r., Sharon Moffett-Massey, Marianne Holst, Chona Jeurink, Sheila Walker and Chris Peretto, director of UIA Customer Services.

Donna Vogel Inspires Staff with Her Work Ethic



Congratulations to Donna Vogel, acting director of the Saginaw Remote Initial Claims Center (RICC), Unemployment Insurance Agency (UIA), who has been presented with a Special Delivery from the Director.

Donna was nominated by Crystal Galloway, an unemployment insurance examiner, who wrote: "Today our acting director literally rolled up her sleeves to get a dirty job done. One of the rooms that we used for storage needed to be cleaned out so that the room could be converted to an office. Because this is a busy place, sometimes staff do not pick up after themselves. Donna took off her jacket and rolled up her sleeves and cleaned that room for a couple of hours. It was inspiring to see our acting director take the time to do this dirty little job because it simply needed to be done. It is nice know that we have someone with such a work ethic directing this center."

Crystal Galloway (left), who nominated Donna Vogel (center) for her Special Delivery, helps Donna celebrate along with Chris Peretto, director of UIA Customer Services.

Rehab Counselor Debbie Wilson Helps Clients Think 'Outside the Box'

Congratulations to Debbie Wilson, Michigan Commission for the Blind (MCB) in Flint, who has been presented with a Special Delivery from the Director.

Debbie was nominated by her supervisor, Elizabeth White. Here is what Elizabeth had to say: "I am nominating Debbie Wilson for the 'great job' accomplishment that she has demonstrated every year she has been with the Commission. We are in a tough economic time, making it difficult for individuals to find employment, including folks with disabilities. Debbie, as a vocational rehabilitation counselor for MCB, has consistently achieved her placement goals with our agency. This is a wonder-

ful accomplishment in and of itself. Her 'great job' efforts extend to the creativity she shows in assisting individuals who are blind to think outside the box and 'try' new things. Some jobs her clients are doing include author, baker, printer as well as many who choose to be self-employed. I have received many compliments from Debbie's clients regarding the respect she gives them, and the commitment she shows in helping them with the career or job of their choice. She definitely deserves this special recognition."



Debbie Wilson (right) is surprised with a Special Delivery from the Director by her supervisor, Elizabeth White.

Peggy Waugh Is Invaluable in Launching New Website

Congratulations to Peggy Waugh, executive assistant, Bureau of Commercial Services, who has been presented with a Special Delivery from the Director.

Peggy was nominated by the Bureau of Commercial Services Ambassadors, who wrote: "Peggy volunteered to assist with the entrepreneurial (Be Your Own Boss) website. She performed research and data gathering on 'Local

Resource' links for the website. She focused on three categories for link organization: Entrepreneur Support Organizations, Access to Capital, and Higher Education. She gathered a minimum of three links per category, per local resource city. Her assistance in this project was invaluable to the timely launch of the website."



Andrew Metcalf, director of the Bureau of Commercial Services, presents Peggy Waugh with her Special Delivery from the Director.

Sharon Poole-Lampkin Does 'Awesome Job' on First WCA Survey for Magistrates

Congratulations to Sharon Poole-Lampkin, a departmental analyst with the Unemployment Insurance Agency (UIA), who has been presented with a Special Delivery from the Director.

Sharon was nominated by Assistant Deputy Director Marcia Valentine, who said, "Sharon made a superb effort toward producing the first-ever Workers' Compensation Agency survey for magistrates. Awesome job!"



Sharon Poole-Lampkin (left) is congratulated by DLEG Deputy Director David Plawecki and Narvie Twyman, director of UIA's External Benefit Services

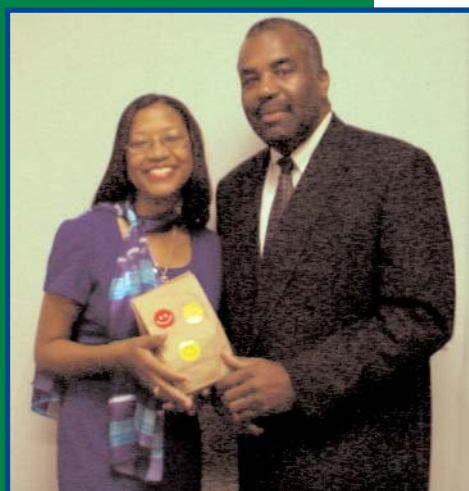


MIOSHA's LESS staff gather for a photo after receiving their Special Deliveries. Seated, l. to r., are Kevin Worden, Dave Almanza, Ann Whitaker and Brian Mickelson. Standing are Ron Ray, Nancy Lampman, Marie-France Matusz, Bob Straley, David Kazmirzack, Angela Ackerson and John Peck. Not shown in photo: Amanda Zechmeister and Mike Sharpe.

Staff in MIOSHA's Laboratory Honored for Outstanding Efforts

Congratulations to MIOSHA's Laboratory and Equipment Services Section (LESS) staff, who have been presented with Special Deliveries from the Director.

John Peck, Management and Technical Services Division director, nominated LESS Manager Ron Ray and his staff for their outstanding efforts this year. He wrote: "Since May 1, 2005, the LESS staff have reduced their sample turnaround time from 13.31 days to 7.8 days. They have accomplished this without adding any additional employees. As a result of these efforts, they have increased the number of samples reported out in fewer than 10 workdays from 31.7 percent to 92.2 percent. This allows the MIOSHA field staff to make quicker determinations on workplace hazards encountered in their inspections of workplaces in the state of Michigan."



Barrington Carr, manager of the Technical and Support Unit, Enforcement Division, Bureau of Commercial Services, presents Barbara Scott with her Special Delivery.

Barbara Scott Volunteers to Make New Website a Reality

Congratulations to Barbara Scott, departmental technician, Bureau of Commercial Services, who has been presented with a Special Delivery from the Director.

Barbara was nominated by the Bureau of Commercial Services Ambassadors, who wrote: "Barb volunteered to assist with the entrepreneurial (Be Your Own Boss) website. She performed research and data gathering on 'Local Resource' links for the website. She focused on three categories for link organization: Entrepreneur Support Organizations, Access to Capital, and Higher Education. She gathered a minimum of three links per category, per local resource city. Her assistance in this project was invaluable to the timely launch of the website."

"Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:

Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person:

Office/Bureau Director:	Date:
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Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing
E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199

We Get Letters ... and E-mails!

A client of **Shannon McVoy** (formerly Berkin) sent this letter to her supervisor, **Bernie Kramer**. Shannon is a blind rehabilitation instructor at the Kalamazoo office of the Michigan Commission for the Blind, and Bernie is the West Region supervisor for MCB. "I want to express my appreciation for Shannon Berkin and the wonderful job she did in handling my case. In August 2005 I was downsized from Trelleborg Automotive Americas where I was employed for 15 years. Shannon opened a Michigan Commission for the Blind case for me and was very helpful. I appreciate the diligence and hard work that Shannon did on my behalf. She came to my home and assessed my needs. This was especially important to me as I am legally blind and getting to Kalamazoo would have been difficult as I do not drive a car. We created a detailed plan to help me update my skills and find the next employment opportunity. She made the connections so that I could get low vision testing and provided support throughout the process. ... Shannon really understands how best to assist clients with challenges. She directed me to the best resources for my particular situation. We found some PC based computer training to update my RPG IV programming skills. Shannon made it possible to purchase this software for my personal use in preparing for my next job. This enabled me to find employment in Logan, Utah, at ICON Health and Fitness. ... I personally believe the state of Michigan needs more employees like Shannon."

Steven W. Ellis, human resources director at the B.C. Cobb Consumers Energy Plant in Muskegon, sent this complimentary letter to **Amy Hayes**. Amy is an occupational therapist with the Michigan Rehabilitation Services Disability Management Program: "I appreciate the opportunity to provide feedback on your services and those of your organization. As you know, I was confronted with two very challenging employee disability matters within the past year. Thanks to your thoroughness and responsiveness, I was able to conclude both matters with outstanding outcomes. Not only did you conduct a thorough job analysis and recommend appropriate accommodations in each case, you were able to build an atmosphere of trust and understanding with the employees, their management and union representatives. In both cases, your reports were appropriately detailed and professional. In addition, I was particularly impressed with the timeliness of your reports and the interactions beforehand. I have recommended your services to others in Consumers Energy."

Mike Littlejohn, a counselor at the Waterford office of Michigan Rehabilitation Services,

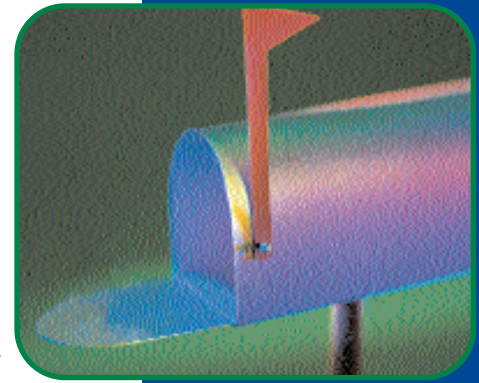
received this note from a client: "Thank you so much for your help and assistance putting me through college. It is because of you and the Michigan Department of Labor & Economic Growth I am able to become a successful and contributing member of society. Had I not been able to rely on your financial assistance, I may have been a statistic in the black community, in the lower income community, or the uneducated community. Thanks for your altruistic help."

Julia A. Hadas, director of the Marquette County office, Department of Human Services, sent this letter to **Duncan Wyeth**, director of the Michigan Commission on Disability Concerns: "I wanted to once again say thank you for presenting to the Marquette LO DHS staff on October 27. Staff members are still talking about your disability as a diversity characteristic message and about the style in which you presented it. As I said, you have set a standard that future presenters are going to find hard to live up to. We would very much like for you to continue to enlighten us; please let me know when you can present again. And, please do share this message with the folks in your hierarchy."

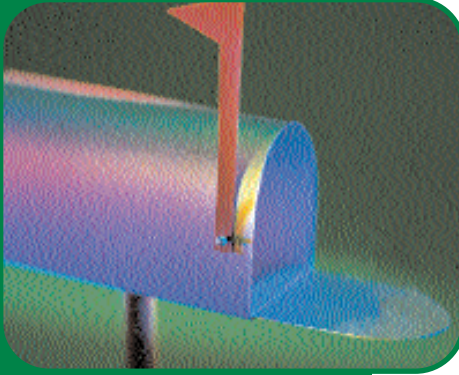
Frances Cox, Corporation Division, Bureau of Commercial Services, received a note of thanks from a customer. Frances had assisted the customer with filing a second Articles of Organization for a Professional Limited License Company. The customer wrote: "Thank you so much for your prompt response to the issues I raised in my last faxed letter with the second filing. The clarity of your response is especially refreshing."

Virginia Abdo, Licensing Division, Commercial Services, received a faxed correspondence from a customer, who said, "I received my renewed license for a Michigan Appraiser, and without your help on this last minute CE mess, it would not have been possible. Thank you for all of your assistance. It is certainly appreciated."

Rita Burnett, Licensing Division, Commercial Services, corresponded with a customer via e-mail. Upon completion of the customer's certification, Rita attached a copy of the certification to the e-mail message for the customer's review. Additionally, she informed the customer that the originals were in the mail, bearing a seal and a signature. The customer responded, "Thanks so much for the follow-up e-mail. You have made this process so easy and painless — what a great help! Thanks again."



More Letters ... and E-mails!



Jim Farhat, Corporation Division, Commercial Services, received a handwritten note from a customer: "It's never too late for an act of kindness. Thank you for being kind and helpful."

Richard Fairfax, director of Enforcement Programs, sent the following letter regarding **Jim Brogan's** participation as an instructor at the Basic Whistleblower Investigations Course in San Francisco. Jim is manager of the Employee Discrimination Section, General Industry Safety and Health Division, Michigan Occupational Safety and Health Administration (MIOSHA). The letter states, in part, "Your service as an instructor last month was critical to its success. Your state-plan perspective, together with your knowledge and experience, helped to build credibility with the state investigators we were training, and demonstrated to them that it's possible to be an independent program and yet operate in a manner that's consistent with the federal program."

Kudos to **Kim Babcock**, Consultation, Education and Training (CET), MIOSHA, for providing excellent customer service. On Oct. 4, MIOSHA's **Howard Simmons** was scheduled to visit VCI, Inc., Sturgis. The firm president, Eugene Harrison, called the Lansing office to verify that the onsite safety visit was scheduled for that day. He later insisted that Howard let someone know that he was very satisfied with the courteous, patient and helpful response that he had received from Kim.

The following message was sent to **Sherry Scott**, CET Division, MIOSHA, by James Gornick, Department of Corrections, Jackson. "I wanted to thank you again for speaking at our voc conference in July. You did an excellent job as our staff feedback evaluations indicate. Thank you again for your help!"

Jennifer Clark-Denson, CET Division, MIOSHA, received the following message from Macomb Community College: "Thank you for the wonderful presentation at MCC on 'When MIOSHA Visits.' You all did a wonderful job with the presentations and you were just a delight!"

Susan M. Dixon with the Grand Rapids Home for Veterans sent this thank you note to **Sherry Scott**: "On behalf of our home, and the MVPP Committee, please accept our heartfelt thanks for

taking the time to participate in our Employee Health & Safety Expo on October 6, 2005. I have heard many good comments on the information that was provided at your booth and how it has helped our employees to understand why the Michigan Star Award is an important goal for our home. Again, thank you for your support of our endeavor."

MIOSHA Take a Stand Day Comments/ Make a Difference Week Comments

Future Tool & Machining, Inc., Romulus: "I would like to compliment MIOSHA on a very positive initiative in reference to the 'Make a Difference and Take a Stand Activities.' Industrial Hygienist **Magnus Ndukwe** was very pleasant and patient with all our questions and offered additional assistance where needed. We also received the MIOSHA Safety and Health Tool Box filled with useful information. Throughout this week, we have received additional messages with recommended activities. I thank everyone at MIOSHA for this opportunity."

DieTech Tool Mfg., Imlay City: **Carrie Taube** provided consultation on Take a Stand Day. The returned comment card stated the consultation was useful, and "I look forward to this opportunity again."

Aerofab, Inc., Holland: **Byron Panasuk** provided consultation on Take a Stand Day. The comment card stated, "Very helpful. Nice to talk to OSHA without fear of repercussions. The only suggestion I have is to provide this type of effort more often. This has definitely improved my image of MIOSHA."

A customer in the construction field wrote to say, "My firm was lucky enough to be contacted by compliance officers who were fantastic! The officers were **Richard Grafmiller** and **Gerry Dike**. We have already implemented all of their suggestions. We have also been contacted by consultant **Pat Sullivan**, who was very professional and helpful on the phone. We found this a very positive experience and we hope it continues in the future!"

A customer from the Muskegon area said, "**Chris Morano** was great and extremely helpful in all areas of the shop. We certainly hope this becomes an annual event."